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| Jarod S. Metlin | | |
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| **Objective** | | |
| To position myself in a career that will incorporate my excellent customer service and sales skills and where I will be able to make a significant contribution. | | |
| **Experience** | | |
| JUne 2016 to Current | Citi Bank | Jacksonville, FL |
| Client Account Services – Client account manager   * Primary contact for more than twenty Fortune 500 accounts with a minimum total of $500M in expenditures annually * Subject matter expert on client programs and dealing with client concerns * Liaison for client with all card company departments; prioritize, expedite and escalate issues as needed * Understand and analyze contracts and work with client and internal staff to meet annual goals * Work within all company standards, processes, protocols and meet all compliance and regulatory guidelines * Maximize use of technology paired with interpersonal skills to manage projects and internal and external relationships * Lead interdepartmental meetings to fix client issues including payment, technology integration, and client-facing applications * Promoted to team managing highest-value clients in June 2018 * Work daily in Excel, SharePoint and Microsoft Word based on each individual client program * Multi-task efficiently and effectively with daily client needs | | |
| January 2015 to June 2016 | Citi Bank | Jacksonville, FL |
| Sales and Retention Professional   * Answered inbound customer service calls, responding to customer issues * De-escalated irate customer calls and assisted with finding a resolution for the service issue * Developed robust knowledge of products and features available to our customers | | |
| March 2007 to Sept. 2014 | AT&T | Jacksonville, FL |
| Sales and Retention Professional   * 2011 promoted to team lead that provided guidance, instruction and direction to over 100 associates * 2010 promoted to Self-Management Team meeting all sales quotas and objectives * Maintained strong knowledge of all products, accessories, pricing plans, promotions and service features * Responded to inbound customer service calls and resolved all customer issues involving billing and service * Provided efficient customer service and assisted in all aspects of product offerings and services | | |
| April 2006 to March 2007 | Foundation Financial Group | Jacksonville, FL |
| Mortgage Professional   * Provided clients instructions on how to stop foreclosures by lowering their monthly payments with lower and more stable rates * Utilized internet leads to contact, advise, and sell residential mortgages; both new purchases and refinances | | |
| |  |  |  | | --- | --- | --- | | July 2003 to April 2006 | Cellular Depot | Jacksonville, FL | | Sales Manager   * Responsible for overall management of store, processing payroll and sales projections * Mentored staff and ensured customer satisfaction * Increased sales 22% over an 18-month period | | | | | |
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